



News Release

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County Recorder Conway is the Recipient of Two National Awards

County Recorder Debbie Conway was selected by her peers as the recipient of two prestigious national awards for best practices for the recording industry and for launching innovative technology to enhance customer service.

The deployment of the Marriage Certificate Kiosk, the mobile web site, along with other cutting edge technological innovations won Debbie the Eagle Award for Best Practices at the International Association of Clerks, Recorders, Election Officials and Treasurers (IACREOT) Conference; and the Public Official of the Year Award from the National Association of County Recorders, Election Officials and Clerks.

By releasing a mobile web site, the County Recorder's Office is continuing its efforts to provide efficient customer service through the use of emerging technologies. Users are able to access the Recorder's Office to research and order copies of documents by using their Android, IOS, most smart phones and tablets.

"Our goal is to create digital experiences that connect our customers to all of our services," said Recorder Debbie Conway. By offering a mobile site, we are providing customers the ability to search for a document anytime from anywhere. In addition, customers are able to order recorded documents, have access to news alerts, fees and to provide feedback. The recently launched mobile website is designed to help customers to search for and order copies of recorded documents in Clark County.

Recorder Conway expects the majority of users of the mobile site will be realtors, mortgage companies, surveyors and appraisers who need information while on the go. The feature will also benefit the general public if someone needs to access and order a copy of a document and they are not near a computer. Payments may be made by using a credit card.

In addition, using kiosk technology, the Clark County Recorder's Office is bringing its information and services to citizens when they want it, in ways that makes sense to them. As local governments continue to experience tight budgets and reduced staffing, the Recorder's Office turned to a Marriage Certificate Kiosk to alleviate the pressure on employees in an attempt to keep pace with customer demands.

"Our goal is to find ways to allow the customer to complete transactions without having to wait in line," said Recorder Conway. "The vast improvements in kiosk technology have given us an opportunity to introduce

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a self-service that, in the past required employee assistance. We will be able to offset or move more transactions from our front line staff and to improve efficiencies.”

This technology has had a huge impact on her office. The Clark County Recorder’s Office is the first Recorder’s Office in the country to deploy the use of the mobile web application to allow one not only to search the records, but also be able to place orders via use of a web cart and pay for the order by using a debit or credit card.

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Clark County is a dynamic and innovative organization dedicated to providing top-quality service with integrity, respect and accountability. With jurisdiction over the world-famous Las Vegas Strip and covering an area the size of New Jersey, Clark is the nation’s 14th-largest county and provides extensive regional services to more than 2 million citizens and 42 million visitors a year. Included are the nation’s 8th-busiest airport, air quality compliance, social services and the state’s largest public hospital, University Medical Center. The County also provides municipal services that are traditionally provided by cities to almost 900,000 residents in the unincorporated area. Those include fire protection, roads and other public works, parks and recreation, and planning and development.

Clark County news releases can be found at www.ClarkCountyNV.gov.

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[The Clark County Commission](#)

Steve Sisolak, Chair ■, Larry Brown, Vice-Chair ■ Susan Brager ■ Tom Collins ■ Chris Giunchigliani ■ Mary Beth Scow ■ Lawrence Weekly / Don Burnette, County Manager